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**MARCH 2, 2012**



## Unfriendly Skies

**by Paul Mauer**

Most Kentuckians will never forget where they were on March 2, 2012, when severe weather ripped across the Commonwealth, leaving towns and communities in shambles. Several individuals lost their lives and thousands of others had their lives turned upside down. In total, 22 counties were declared disaster areas. One of the most severely damaged counties was Morgan County and the city of West Liberty. West Liberty's downtown area was directly hit by a tornado that either damaged or destroyed every building in the downtown area. Morgan County Clerk Randy Williams' office suffered damage along with others. The building that housed Randy's office sustained damage to the roof and had the windows blown out, but he was fortunate – he and his staff were all safe and the contents of his office were not damaged.

Immediately after the storm, damage assessment began both in West Liberty and at the Transportation Cabinet. Communication lines were down and it was difficult to get in touch with Randy to find out what he needed from us and what we could do to get him back in business. The Commonwealth Office

of Technology (COT) and KYTC staff were mobilized and stood ready to help. We soon learned that Randy's computers were all okay and all his files were intact. However, it was obvious that the facility was too damaged to resume operations.

The first task for Randy was to find temporary space for the county clerk's office. With most all of the buildings in West Liberty either destroyed or damaged, this was a difficult task. An open lot was identified and a construction trailer was brought in as a temporary base of operations to get Randy and his staff up and running. Right next to where this temporary construction trailer was located, a temporary building was put up to give Randy a little more operating room for the next few weeks while his original office was being repaired. Estimates ranged from 45-90 days to repair Randy's office. The pictures above show some of the roof damage to the building.

Commissioner Zawacki sent me to West Liberty to visit with Randy in order to determine what assistance he needed from us. Randy was very grateful and really appreciated our visit to check on him and his staff. Commissioner Zawacki gave special

thanks to Greg Thomas from COT for all of his efforts in getting the communication lines run to Randy's temporary office.

Our trip to West Liberty took place nearly two weeks after the storm. Clean up was already underway, yet in most places, it looked like the storm had just happened. I can't imagine things changing so rapidly in your life – one minute things are "normal" and the next minute you have lost everything! Where do you go? What do you do? Your home and all your belongings – they are just gone.

The citizens of West Liberty and their neighbors, as well as volunteers from all over the state and nation, are helping the community get back to normal. Repairs and rebuilding efforts are underway and the community will rebuild. Spirits remain high. Randy and his staff are fortunate to have escaped injury and are now back in business and helping folks with their vehicle needs as well as all other county clerk functions. Please keep this community and all of the storm damaged communities in your prayers as they make their way through this trying time.



# Customer Service Center Corner

– Bill Heise/Lisa Moore

The Department of Vehicle Regulation's Customer Service Center is always a busy place. We reached a record high number of incidents in March of 2012. During that month, we had 41,798 incidents. Keep in mind that these numbers encompass all three Divisions, but we do have some interesting statistics involving Motor Vehicle Licensing specific calls to share with you:

Current MVL Year 2012	
Jan MVL Incidents	5,504
Feb MVL Incidents	5,593
Mar MVL Incidents	6,283
Current MVL Incident Created Total 17,380	

In addition, the following information summarizes the nature of calls received from County Clerk offices from the Go Live date of August 15, 2011. This information details the percentage of calls being received by Service Area.

Current Totals	%	MVL Service Area
10,969	36.18%	Title
4,676	14.12%	Rebuilt Title
3,749	13.66%	Inventory
3,966	12.24%	Registration Program Assistance
3,290	11.35%	Corrections
1,017	3.10%	Boats
1,035	2.43%	Records Management
585	1.96%	Inspection
961	1.86%	Insurance
618	1.81%	Lien
723	2.29%	ALL OTHER

This data continues to aid us in allocating workload and in performing problem solving.

Along those same lines, you, as well as the Department are very busy preparing for the upcoming transition of the Mandatory Insurance notices. This will begin in June and the Customer Service Center staff is ramping up to be able to assist. MVL is anticipating up to 35,000 letters going out state-wide the 5th business day of each month beginning June 5th to vehicle owners that have been identified as potentially having no insurance. We anticipate a much higher call volume from you, from the public, and from insurance entities and have developed the following in preparation for this increase:

1. We have made some changes to the phone menu to help direct all callers to the right menu selections.
2. Staff have been very busy in preparing the knowledge base to ensure our Customer Service Professionals can handle as many of the incoming calls as possible. If you have to call in with an issue, you will be recognized as a VIP caller and your call will go to the front of the line.
3. Our CSPs will be receiving some hands on training from Motor Vehicle Licensing staff and we will continue to make improvements from month to month to serve you better in this area.

Next, we have not determined the date for the Web Based Self Help Pilot. To refresh your memory this is where you will be able to look up information for your question through use of the knowledge articles. When the time presents itself we will be asking for volunteers to participate in the pilot.

We do have a Personnel update to pass along. We have two Administrative Section Supervisor positions within the Customer Service Center. One of those has been vacant since November 16, 2011. We have selected Christopher Vaught to fill that vacancy and he began his duties on April 16, 2012. Christopher comes to us from the training branch within the Transportation Cabinet and has been very instrumental in helping to train our departmental staff on the software we use to handle your calls. We are delighted to have him join our team. Also, Sarah Cheshire left the cabinet as of April 13, 2012. This will still leave us with one Section Supervisor vacancy which we hope to fill soon. Sarah has been a very dedicated public servant and very instrumental in the success of the Customer Service Center. We wish her the very best of luck as she advances her career.

We look forward to continuing to serve you from our Customer Service Center.

# Meet the NEW Director of the Division of Vehicle Licensing.....

## Heather Stout

As you all recall, Willie Payton, former Director of the Division of Motor Vehicle Licensing, retired nearly twenty months ago. Since that time, we have been looking to fill that position. We have made our selection. Many of you will recognize her as she has played a key role on the KAVIS project.

Ms. Heather Stout, former Branch Manager, Transportation Services Branch in Commonwealth Office of Technology (COT) has been appointed Director of the Division of Vehicle Licensing effective April 2, 2012. Heather will report directly to Commissioner Zawacki.

Heather brings with her a deep base of IT-related and managerial experience. She began her career in the Workforce Development Cabinet in 2002 as a Resource Management Analyst. From that point, Heather assumed more responsibility in the Education Cabinet as a Systems Analyst and Systems Consultant. In 2007, she was promoted to Project Manager in COT where she led a team of ten developers and analysts, and managed various state agency IT projects. In October 2009, Heather was promoted to the position of Branch Manager, Transportation Services Branch where she managed three teams comprised of 21 resources that focused on applications development and support for AVIS, Driver Licensing, and Motor Carrier systems.

Heather played a key management role in the earliest stages of KAVIS – including the RFP development, evaluation, and contractor selection. While she plays a key role in the KAVIS Project, Heather also develops process improvement plans in collaboration with Transportation Cabinet executives to improve customer service.

Commissioner Tom Zawacki said, "Heather's values perfectly fit with the Department of Vehicle Regulation's values of "Respect for People" and "Continuous Improvement". She has a deep respect for the County Clerk's important roles and will work hard to keep their needs in the forefront of everything she does."

Heather said recently, "When I hear the phrase 'Customer First' it emphasizes the need to place our focus on gaining an understanding of our customers' needs and how the actions we take can impact those needs."

Heather goes on to say, "In my opinion, there are key

components that define excellent customer service. Those are honesty, transparency, responsiveness, and helpfulness. By doing the best we can to understand our customers, the problems they experience and how to help them, we are able to focus on responding quickly and in the most appropriate manner while also minimizing the impact our internal decisions have on their lives. My first priority is my customer---my customer is the County Clerk and their customers."

Heather received her B.A. in Business Administration and Economics from Hanover College, and her M.B.A. degree in Information Systems from Miami University. Heather received her "Foundations of IT Service Management" (ITIL) in August 2006, and she was certified as a "Project Management Professional" (PMP) in October 2008.

While Heather has lots of fancy credentials, those that know her find her truly down to earth and extremely customer focused. Heather and her husband John, an auditor at the Auditor of Public Accounts live in Frankfort. They have been married for eight years and have two children – Abigail Faith, 6 years old, and Bradley Steven, 10 months.

Both Heather and John hail from Prestonsburg. Heather enjoys spending time at Lake Cumberland with her family. In some rare moments of free time, she loves reading and scrapbooking. Let's all make Heather feel welcome in her new role.





# KENTUCKY MANDATORY INSURANCE SYSTEM



The Kentucky Mandatory Insurance system will be rolled out statewide in June of this year. Pilot testing of the system has been underway in eight counties (Bullitt, Anderson, Ballard, Christian, Laurel, Pulaski, Boyd, and Pike) for over a year in all counties and, in some cases, over three years. Feedback from the pilot counties has been instrumental in identifying and correcting defects in the system and improving overall system functionality. Requirements from the AVIS insurance system have been carried forward to KAVIS.

Beginning in June, if the system cannot verify that a vehicle is covered by liability insurance, an uninsured notice letter will be sent to the owner. The letter states that the reason for the letter may be due to the insurance policy either being cancelled or not being renewed for the referenced vehicle. It also lists the two most common causes for the letter being issued in error:

- ☞ The VIN on the vehicle's insurance policy/card does not match the VIN in AVIS
- ☞ The vehicle's insurance is incorrectly recorded in AVIS as personal instead of commercial

If either of the two error conditions is present, the customer is instructed to contact either his/her county clerk or MVL to have the correction made. Otherwise, the customer is directed to provide acceptable proof of insurance to his/her county clerk within 30 days of receiving the letter or the vehicle's registration will be automatically cancelled by the system.

The uninsured notice letters will

always be dated the fifth business day of the month. The letters being sent for the statewide rollout will be dated June 5th. The mail delivery time from ABNs office in Tennessee to all regions of Kentucky was tested during pilot phase. Based on the results of the testing, letters will arrive on or before the fifth business day of the month.

KYTC's Office of Public Affairs (OPA), the Department of Insurance, and the MVL Department worked together to build a customer information website to support the statewide rollout. The URL (website address) will be <http://transportation.ky.gov/Mandatory-Insurance>. This site is now available for county clerks and the public to access. OPA will also be using additional communication channels including press releases and interviews to inform the public about what to expect when Mandatory Insurance is rolled out statewide. The OPA Mandatory Insurance press release will be emailed to all county clerks to distribute to their local media outlets.

Below is a short explanation of the VIN cross reference tool that has been built into the insurance system:

- ☞ The Vehicle Identification Number (VIN) is a difficult number to transcribe and frequently the VIN in AVIS does not match the VIN provided to the Commonwealth by the insurance company. Whenever there is a possible mismatch, the Insurance System is unable to automatically verify proof of coverage for a vehicle.
- ☞ The clerk is then prompted by the Insurance System to compare the

VIN in AVIS with the VIN as it appears on the customer's insurance card. If the two VINs are different, the Insurance System allows the clerk to change the AVIS VIN to correspond to the Insurance card VIN. In most instances, the difference between the AVIS and Insurance VINs is only one character.

- ☞ Using the modified VIN, i.e., insurance VIN, the Insurance System attempts to locate an active policy for the vehicle being registered. If an active policy is found, the system will cross-reference (build a VIN alias) for the AVIS and Insurance VINs so that insurance coverage can automatically be verified in the future. Note: The AVIS VIN that is stored in the system database is not changed or altered. The Insurance system just builds a cross-reference between the two VINs, AVIS and the insurance company.
- ☞ If the clerk does not cross-reference the AVIS and insurance VINs to indicate that an active policy exists under the insurance VIN, the Insurance System will identify the vehicle as uninsured and the customer will receive an Uninsured Notice Letter. If the customer disregards the notice, the vehicle's registration will be cancelled 30 days later.
- ☞ Not creating the VIN cross-reference may contribute to a confused and disgruntled customer that you, the County Clerk, will have to deal with. The customer knows he or she has paid for an insurance policy and is complying with the law, but they are being notified otherwise.



# SPOTLIGHT



## Grayson County Clerk

### Sherry Weedman & her 10 Deputy Clerks

Sherry Weedman, in her first term as Grayson County Clerk, began working for the County Clerks office in 1991 under then clerk Margaret Woosley. At the time, the clerks office was in the basement of the court house in 3 different rooms. In 2007, the office was moved to the 3rd floor of the courthouse where court was once held. All departments of the office are now together in one large open area and continue to improve and update.

There are 10 deputy clerks, 9 full time and 1 part time who strive to provide friendly, knowledgeable service, making the trip to the clerk's office as painless as possible.

Sherry graduated from East Hardin High School and attended Elizabethtown Community College.

Sherry and her husband Myron have been married for 29 years and live on the Weedman family farm. Sherry is proud and blessed to be a 26-year cancer survivor. They are active members of the Open Valley Missionary Baptist Church. They also enjoy playing and singing bluegrass, riding motorcycles and enjoying life.

Sherry looks forward to each day, and any challenges that may arise. Sherry handles everything with a smile and a willingness to help her community.



### Grayson County Deputy Clerks

The names of the girls from left to right, front row, Becky Mercer, Sherry Weedman, Faye Stewart, Back Row, Tonya Kessinger, Kathy Harris, Amberly Gaither, Missy Hart, Stephanie Brooks, Mary Poteet, Charlotte Willis and Kendra Hatfield.

## Casey County Clerk

### ~Casey Davis

I am married to Christy, my wife of 20 years. We have 3 children- Vance age 19, Tanner age 15, and Brookley age 12. I started as the County Clerk on January 3, 2011.



## Clay County Clerk ~Mike Baker



Mike Baker was elected Clay County Clerk in November 2010 and took office January 2011. Prior to making his first run for political office, Mike had worked as a Deputy Clerk for 28 years. Mike prefers the "front-line" and spends as much of his time as possible there even after being elected as clerk. He loves serving the public. He and his wife, Linda, have been married for 17 years and have two children, Rayanna, and Tayton. While working as a deputy clerk, Mike obtained a degree in Corrections and Juvenile Services from Eastern Kentucky University in 1995, but loved his work in the clerk's office so much he chose to stay there and not pursue a different career. Mike is a life long Clay Countian and supports many local causes, especially for the school children. He is a Gideon, a deacon at Manchester Baptist Church, serves as song leader for his church family and enjoys taking part in church plays and cantatas. He and his wife help with the local God's Closet ministry outreach sponsored by their church. Mike and his family can usually be found at elementary, middle school and high school basketball and football games supporting the school teams and at the ball park for Little League baseball and soccer which he helps coach. He is also an avid UK fan. Mike has also worked as needed at Britton Funeral Home in Manchester for many years.

## Boone County Clerk ~Kenny Brown

Kenny Brown is serving in his first term as Boone County Clerk. Elected in November 2010, Kenny is the first Republican ever elected County Clerk in Boone County.

Before taking office in 2011, Brown was a Regional Sales Manager for North American Bioproducts Corporation (NABC) covering northeastern United States and Canada. Prior to joining NABC, Brown worked 7 years as an account executive for Cincinnati Bell Telephone. Brown also previously served as a Deputy Jailer under former Boone County Jailer and current State Senator John Schickel.

After growing up on the family's tobacco farm in Union, KY, Kenny went on to play football on 2 post season college bowl teams at the University of Kentucky. From 1993 to 1997, he was a part-time caddie on the PGA Tour and Nationwide Tour for fellow Kentucky Wildcat and 4 time PGA Tour winner Steve Flesch.



## HAPPY RETIREMENT



**Glenda Gordon**

Glenda Gordon, MVL's Program Assistance Section Supervisor, is retiring May 1, 2012. Glenda worked for state government a total of 25 years, including more than 2 ½ years in the Division of Motor Vehicle Licensing. While she will miss many of the people she has worked with during her time in MVL, she looks forward to spending time with her husband, Roger and their children and grandchildren.

**Reception to be held on  
Monday, April 30th  
From 2-3pm  
On the 2nd floor West side  
KYTC  
200 Mero Street**



**Judith Shaw**

Judith Shaw retires after 25 years with State Government. 18 years of those being with MVL. After retiring, Judith plans on gardening, spending time with her grandchildren (with another one on the way) and helping her family. We wish Judith the best! Congratulations!





# HELPFUL WEB SITES & 800 NUMBERS

## Vehicle Titles

1-800-244-9036

<http://transportation.ky.gov/Motor-Vehicle-Licensing/Pages/default.aspx>

## Vehicle Registration

1-800-244-9410

<http://mvl.ky.gov/KyRenewWeb/requirementpage.jsp>

## KAVIS Konnection

<http://transportation.ky.gov/kavis-konnection/Pages/default.aspx>



### Crockpot Chicken Tacos

#### Ingredients

1 envelope Taco Seasoning  
6 pieces Boneless, Skinless Chicken Breasts  
1 jar Salsa (16 oz)

#### Directions

Dump everything into a crock pot and give it a little stir to blend the seasoning with the salsa. Cook on high for 4 to 6 hours or on low for 6 to 8 hours. When done, the chicken should shred easily when stirred with a fork.

For tacos, serve the chicken with soft flour tortillas, lettuce, shredded cheese and sour cream. This is very versatile and can be used for enchiladas, nachos, tostadas, etc. Any leftover chicken can then be used for tortilla soup (make it the next day or freeze the chicken to use at a later time).

## The County Clerk Connection...

**wants your feedback.**

**Email us your thoughts & suggestions!**

[Stacey.Hiles@ky.gov](mailto:Stacey.Hiles@ky.gov)

**Or call: (502) 564-9900 ext 4153**

**Our Address is: 200 Mero Street  
Frankfort, Ky. 40622**

